

January/February 2026

# COMMUNITY CONNECTOR

Bringing news from the City of Leduc to our LATS Clients

## Introduction

Hello everyone,

My name is Abigail, and I'm pleased to introduce myself as the new Transit Supervisor for Leduc Assisted Transportation Services.

I understand how important reliable, respectful, and safe transportation is to your daily routines. My focus is on ensuring LATS continues to be a service you can depend on, while also looking for ways to improve how we support our riders.

Thank you to those who have already reached out with kind words, questions, or feedback. This newsletter will continue to share important service updates, reminders, and community information to help you plan your trips and stay connected.

If you ever have questions or concerns, please don't hesitate to contact us—we're always happy to help.



## Important Date Reminder

LATS will be closed on:

Monday, February 16 – Family Day

## Quick Reminders at a Glance

- Bring and show your current transit pass at the start of each month
- Cancel trips early if you no longer need them
- Keep rider profiles up to date annually
- Dress for the weather and keep walkways clear during winter



## Booking & Managing Your Trips

Please have your LATS client number ready when booking.

### Booking your ride:

- Call **780-986-RIDE (7433)**
- Through the **Book My Bus** app

### In the app:

- Sign in
- Select pickup and drop-off locations
- Choose date/time
- Enter number of riders
- Select payment and book

### Planning ahead

Trips can be booked up to 10 days in advance. Managing trips early helps keep the service running smoothly for everyone.

### Cancelling trips

If you no longer need a trip, please cancel as early as possible so another rider can use that time.

### Trips can be cancelled:

- Through the app
- During your reminder call
- By calling **780-986-RIDE (7433)**

## Bus Passes & Personal Belongings

If you use a monthly transit pass, please remember to show your current pass to the driver at the beginning of each month.

Please note that bus passes are the responsibility of the rider. Lost, damaged, or washed passes are not replaced free of charge and must be repurchased. Riders who qualify for a subsidized pass will be required to pay full fare if a replacement pass is needed.

Before exiting the bus, please take a moment to check your seat and surrounding area for personal items such as phones, bags, hats, or shopping items.

### If you believe something was left behind:

- Notify your next driver, or
- Contact the LATS office so we can assist with locating the item



## Standing Order Subscriptions

Standing Orders are ideal if you travel to the same location on a regular schedule.

A Standing Order can be set up when trips:

- Occur on the same day each week
- Have the same pickup time and destination
- Are needed for a minimum of six (6) consecutive weeks

Standing Orders can also be temporarily paused for vacations, respite stays, or schedule changes.

### Important reminders:

- Please notify us at least **10 days in advance** of any changes
- During peak hours, trip times may not be guaranteed with short notice

 To set up, pause, or change a Standing Order, call **780-980-8444 (Press 8)**



## Keep Your Rider Profile Up to Date

LATS rider profiles must be renewed annually to ensure contact details and service needs remain current.

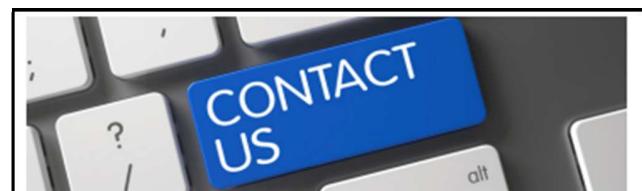
### Please contact us if:

- You did not renew in November 2025, or
- Your renewal date falls between November 2025 and now

 **780-980-8444 (Press 8)**

 Monday–Friday, 8:30 a.m. – 4:30 p.m.

For Supervisor inquiries: 780-980-8445



**LATS Office**

780-980-8444  
Transit@leduc.ca  
Leductransit.ca/LATS

**Book a ride**

Available on the App Store | Get it on Google Play

780-986-RIDE (7433)  
book.mybus.rideco.com



## **Safety, Courtesy & Conduct Reminders**

To help ensure a safe and respectful experience for everyone, we ask that all riders:

- ✓ Remain seated and wear seatbelts while the bus is moving
- ✓ Follow operator instructions
- ✓ Avoid behaviours that may distract the driver
- ✓ Keep personal space in mind
- ✓ Help keep vehicles clean

LATS is a scent-free service. Please avoid perfumes, colognes, or heavily scented products.

Bullying or inappropriate behaviour is not tolerated. Thank you for helping us maintain a welcoming environment for everyone.

## **Winter & Extreme Cold Weather Service**

LATS is an essential service and will continue operating during extreme cold, including use of wheelchair lifts.

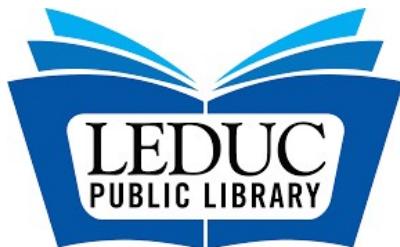
During winter conditions:

- Travel times may be longer
- Extra care may be needed during boarding and drop-off
- How you can prepare:
- Dress warmly
- Wait indoors when possible
- Keep walkways, ramps, and steps clear
- Leave a porch light on for early morning or evening trips

If you no longer need your ride, please cancel early at **780-986-RIDE (7433)**.



## Community Programs & Events



To register for library programs, call 780-986-2637, visit the Information Desk, or go to [leduclibrary.ca](http://leduclibrary.ca) under Programs & More.

### Coffee Hour for Older Adults

Wednesdays | 1:00 – 2:00 p.m. | Drop-in

- February 11
- March 11

Enjoy a relaxed afternoon with games, conversation, and crafts like knitting. A welcoming space to connect with friends—new and old.

### Online Adult Programs (via Zoom)

Offered in partnership with Strathcona County Library and Fort Saskatchewan Public Library

### How to Propagate Your Indoor Plants

Tuesday, January 20 | 7:00 – 8:30 p.m.

Learn practical techniques to grow your houseplant collection with confidence.

### Do I Need Life Insurance?

Wednesday, January 21 | 7:00 – 8:30 p.m.

A clear, informative session with a certified financial advisor on understanding life insurance options.

### Stories for Adults: Healing Nature

Wednesday, January 28 | 7:00 – 8:30 p.m.

Enjoy engaging oral storytelling inspired by meaningful connections with nature.

### Stories for Adults: Winter Chores

Wednesday, February 25 | 7:00 – 8:30 p.m.

Tales of winter work and life, shared in a warm and welcoming storytelling space.

### Library Outreach Services

The Library offers home delivery of materials for individuals unable to visit due to temporary or long-term physical or medical limitations. Available items include books, large print, audiobooks, DAISY books, and DVDs.

📞 Call 780-986-2637 ext. 214 or email [kwollman@leduclibrary.ca](mailto:kwollman@leduclibrary.ca) for more information.

### Leduc Adult Learning

Leduc Adult Learning offers supportive programs for adults looking to build skills and confidence, including:

- Basic digital skills and computer classes
- One-on-one tech support (including Zoom sessions)
- English language learning and conversation classes
- Literacy and numeracy tutoring

📞 Call or text 780-915-9835 or visit [www.leducadultlearning.ca](http://www.leducadultlearning.ca) for upcoming dates and details.



## **Maclab Centre for the Performing Arts – Upcoming Shows**

**Fri, Jan 30** – Tamar Ilana & Ventanas, 7:30 p.m.

**Wed, Feb 18** – Beaumont School of Highland Dance, 7:30 p.m.

**Thurs, Feb 19** – The Wardens, 7:30 p.m.

**Fri, Feb 20** – Craig Cardiff, 7:30 p.m.

**Sat, Feb 21** – Will & Seeka, 2:00 p.m. (Free show)

**Fri, Feb 27** – Lynne Hanson / The Hearts, 7:30 p.m.

For show details and tickets, visit [maclabcentre.com](http://maclabcentre.com) or call 780-980-7170.

#influencers

Know an outstanding Leduc youth 17–21 years old?

Nominate them today for a \$1,000 bursary!

WWW.LEDUC.CA/INFLUENCERS

Do you know any outstanding individuals or groups in Leduc?

We have award programs that honor those who have made exceptional community contributions.

Nominate them today for a Citizens of Distinction Award or an Influencers Award! The nomination deadline for recognition in 2026 is March 31.

Award recipients will be celebrated at VolunteerFest in the fall.

[www.leduc.ca/influencers](http://www.leduc.ca/influencers)

[www.leduc.ca/cod](http://www.leduc.ca/cod)

CITIZENS OF DISTINCTION AWARDS

CITY OF Leduc

Know an outstanding Leduc resident? Nominate them today!

WWW.LEDUC.CA/COD

## Just for Fun!

### Word Search Puzzle



ACCESS  
FEBRUARY  
NEWYEAR  
SCHEDULE

BUS  
JANUARY  
RIDER  
SERVICE

COMFORT  
LEDUC  
ROUTE  
TRAVEL

DRIVER  
LATS  
SAFETY  
WINTER

#### A Little Transit Humour:

Got my dream job today. I get my own 200-thousand-dollar company car and a corner window with a view of the city...

Being a city bus driver is a dream come true!



# TRANSIT

## >>> SUBSIDY <<<

Receive 50% off of a monthly Leduc Transit bus pass for low-income residents!

- Choose between a local, commuter, or LATS (*if eligible*) bus pass
- Must be a City of Leduc resident
- Must meet income eligibility requirement



For more information:

**780-980-7109**



### Travelling to a Sponsored Location with a Companion

**Please keep the following in mind when booking a trip to a sponsored location:**

- Companions who are not registered LATS clients are not eligible for free travel to sponsored locations.
- If your companion is a registered LATS client, please ensure their name is included in the booking notes (this helps our drivers).

*Mandatory attendants always travel free of charge.*

### Thank-You to our Sponsors

LATS is grateful to the local businesses that support our community by sponsoring rides for our clients. If you know of a business interested in becoming a sponsor, please contact us at **780-980-8445**, and we would be happy to follow up.

Thanks to these generous sponsors, one-way and two-way fares to the locations listed are covered.

#### Sponsored One-Way

- Second Glance
- Craig's No Frills
- Farmer's Market
- Eco Station

#### Sponsored Two-Ways

- Medicine Shoppe
- Canada Safeway
- Leduc Co-op Grocery
- Leduc Co-op Hardware
- True Touch Massage Therapy & Fitness
- City Centre Mall
- Leduc Rec Centre
- Medscheck Pharmacy
- Leduc Public Library
- Leduc Hearing Clinic



**You rock!**

**Thank you**

